

## **AT&T Cisco Unity voicemail features and services**

### *Voicemail features for standard boxes*

- Process messages and play messages
- Address message to multiple recipients
- Request return receipts for recorded messages
- Record up to five personal greetings
- Specify after-greeting action
- Create private distribution list and send messages to this list
- Mark messages as regular, urgent, or private
- Address messages by extension or by name
- Aging - 14 days listened to, 45 days unheard to, then deleted. (deleted messages are available for 24 hours and then are permanently deleted)
- Storage - not by messages but storage space per contract. Should be similar to 40-50 short messages.
- Notification of message to phone, pager and/or email. (will need to request separately)

### *Integrated (unified) email – voicemail*

- Listen to voice mail message via ".wav" file within your email client
- The voice mail message COPY is pushed to an email account. However, the product provides integrated messaging not unified. Because of this, you will need to delete the voice mail message from BOTH the voice mail system and the email system
- Each agency will decide how or if they will use integrated messaging. The wav files are part of the email system and may be subject to records retention policies. It is possible that public records may be created that must be retained or disposed of according to your agency or campus guidelines.
- It is the agencies responsibility to monitor email usage. The cost of the feature and the resulting higher email usage should be considered prior to ordering the service.
- The system only allows for a single email entry. You can get around this by creating a distribution list on the email sever side.
- The size of a typical 1 minute wav file being sent from integrated voice mail box to email is 1.5M
- The monthly rate is \$6.50 (basic box of \$5.50 plus \$1)
- Currently, user must have [xxx@wisconsin.gov](mailto:xxx@wisconsin.gov) email extensions. Vendor is working on solution for all emails.

### *Paging / Notification of voice mail message*

Cisco Unity Connection can be configured to call a phone (can be Cell Phone, Work Phone or Home Phone) or pager or send Email messages to notify users of new messages. These notifications will not include copies of the Voicemail Message. In order to work, the following items must be configured:

Call to a Phone:

- Full phone number to dial (Calls will be made from the Unity Server).
- How many rings to wait before hanging up (if you have too many rings, it may leave a partial message on your voicemail).
- How long to wait before dialing (this gives the user the ability to check their messages before they begin receiving notification).
- Should the notification continue until the message is checked, or stop after the first notification?

## Email Messages:

- Full email address
- How long to wait before dialing (this gives the user the ability to check their messages before they begin receiving notification).
- Should the notification continue until the message is checked, or stop after the first notification?

Connection includes a number of default notification devices including Pager, Work Phone, Home Phone, Mobile Phone and SMTP (Email). All these default devices are disabled when the mailbox is first setup. The NDS NOC is able to:

- Enable, Disable and configure notification devices.
- Add New notification devices.
- Configure the device settings (i.e. how many rings to wait for an answer, how soon to send the notification after receipt and whether to send notifications repeatedly or just once).
- Configure specific criteria to trigger the notification (i.e. calls from a certain number or marked as urgent by the person leaving the message).
- Set the schedule for the notification (i.e. only send notifications from 8am to 5pm Mon-Fri).

## Distribution Lists

Private Distribution List – within your mailbox

- This can be used to forward a message to
- Each mailbox can have 25 lists.
- Each list can have 500 members.

## Call Handlers

Call handlers answer calls, greet callers with recorded prompts, provide callers with information and options, route calls, and take messages. They are a basic component of Cisco Unity Connection. Your plan for call handlers can be simple, using only the predefined call handlers, or you can create up to 2,500 new call handlers. You may want to use call handlers in the following ways:

- As an automated attendant—A call handler can be used in place of a human operator to answer and direct calls by playing greetings and responding to key presses. The automated attendant can provide a menu of options (for example, "For Sales, press 1; for Service, press 2; for our business hours, press 3.").
- To offer prerecorded audiotext—A call handler can be used to provide information that customers request frequently (for example, "Our normal business hours are Monday through Friday, 8 a.m. to 5 p.m."), or to play a prerecorded message that all callers hear before they can interact with the system.
- As a message recipient—A call handler can be used to take messages for the organization (for example, "All of our customer service representatives are busy. Please state your name, phone number, and account number, and we will return your call as soon as possible.").
- To transfer calls—A call handler can be used to route callers to a user (for example, after hours, you could transfer calls that come to a technical support call handler directly to the mobile phone of the person who is on call), or to another call handler.
  - Each call handler can have three transfer rules which you can customize: one for standard hours and one for closed hours of the active schedule, and an alternate transfer rule that, when enabled, overrides the standard and closed transfer rules and is in effect at all times.

### Interview Handlers – Description

Interview handlers collect information from callers by playing a series of questions that you have recorded, and then recording the answers offered by callers. For example, you might use an interview handler to take sales orders or to gather information for a product support line.

When a call is routed to an interview handler, the interview handler plays the first recorded question, then plays a beep, then records the answer. Cisco Unity Connection stops recording either when the response reaches the maximum recording time that you have specified, or when the caller stops speaking. Connection then plays the second question, and so on. When all the answers have been recorded, they are forwarded as a single voice message, with beeps separating the answers, to the recipient that you designate.

You can specify who receives the messages for the interview handler, whether the message is marked for dispatch delivery, whether the message is marked urgent, and what action to take next on the call after a message is left.

- Interview Handlers can support 20 questions
- Maximum recording length (for questions) is 90 seconds
- Reply time can be set on a per questions basis. Maximum reply is 1200 seconds
- Questions can be turned on/off (active/inactive) in real time.

### Directory Handler

Directory handlers provide directory assistance in Cisco Unity that callers can use to reach subscribers. When a caller searches on a subscriber name or part of a name, a directory handler looks up the extension and routes the call to the appropriate subscriber. Subscribers must have recorded names to be accessed by using directory handlers.

Each directory handler contains settings that specify how it searches for names, what it does when it finds one or more matches, and what it does when it detects no caller input.

Because directory handlers do not have greetings, use call handlers or one-key dialing to route callers to a directory handler, and use the call handler greeting to explain caller options for each directory handler.

### Considerations for your call flows

Create a sketch that shows specifically how the handlers connect to one another. Include a menu of one-key dialing options and all possible navigation choices (such as reaching a call handler by dialing an extension or via a routing rule). You can also include the predefined Cisco Unity call handlers in your plan.

### Implementing a Call Management Plan

After you have mapped your plan, write detailed scripts for the greeting of each call handler to use during the recording session.

### Predefined Call Handlers

Cisco Unity comes with the following predefined call handlers, which you can modify but not delete. Note that you will at least want to modify the greetings for these call handlers.

- **Opening Greeting** Acts as an automated attendant, playing the greeting that callers first hear when they call your organization, and performing the actions you specify. The Default Call Handler Call Routing rule transfers all incoming calls to the Opening Greeting call handler.
- **Operator** Calls are routed to this call handler when callers press "0" or do not press any key, (the default setting) as stated in the Cisco Unity conversation. You can set up the Operator call handler so that callers can leave a message or be transferred to a live operator.
- **Goodbye** Plays a brief goodbye message and then hangs up if there is no caller input.